

Job title:	Self-employment Co-ordinator	Salary PA:	£21,000 - £25,000
Location:	South	Department:	Enterprise South
Function:	Operations	Grade	No2
Reports to:	Regional Enterprise Manager		

Company

Momentic Limited is an enterprise and business development company delivering self-employment support, business advice and coaching and growth solutions across a range of UK contracts through a blend of local frontline professional teams. Our services are more vital than ever before to individuals, businesses and their wider communities as we tackle unemployment rates, businesses stagnation and those who wish to challenge a career in enterprise as a life changing opportunity.

Delivery Programme

The Restart scheme gives individuals who have been out of work for at least 12 months enhanced support to find jobs in their local area. The programme is designed to break down any employability barriers that could be holding them back from finding work. Restart referrals will be made over a 3-year period and provides up to 12 months of tailored support for each Client. By working with agencies, local government, and other partners we will deliver tailored support for individuals into gaining sustainable self-employment.

The Role

Self-Employment Support Coordinators will act as professional points of contact with clients following the initial set up their own business, dealing with any enquiries and supporting clients to sustain in self-employment through appropriately tailored advice. Clients will have received specialist training and advice from a qualified Business Advisor during their business training and launch phase, before given a warm handover to the Self-Employment Coordinator.

As a Self-Employment Coordinator you will provide regular tracking and delivery of post-start up support for clients. This support includes keeping in regular contact with the client over the phone, delivering 1:1 mentoring, identifying barriers to sustained self-employment and putting in place actions to remove these. This may include referring to local support services or additional in-house progression activities/learning.

A key element of the role is gathering evidence of the clients' self-employment to ensure we are able to claim the financial outcome payments. You will also identify clients who have/are at risk of not sustaining their self-employment and refer them to their Business Advisor for support

You will possess excellent interpersonal skills with the ability to motivate clients and maintain client engagement.

Key Responsibilities

- Maintaining regular, tailored contact with the client following business start-up.
- Providing support, signposting and guidance on common issues related to self-employment, including but not limited to:
 - Understanding how the client's business is progressing.
 - Helping identify business growth opportunities.
 - Helping assess on-going financial viability.
 - Helping the client with taxation/Universal Credit information.

- Reminding clients of key self-employment related activities and deadlines, e.g. monthly income reporting for those on Universal Credit, tax self-assessment, and support/resources available.
 - Answering any self-employment related queries, where possible, or signposting to relevant colleagues.
 - Proactively identify and engage with complementary resources and provision that would support and enhance the self-employment delivery in the region and sharing these with clients and Self-employment Advisors
- Recognising when a client needs more in-depth or urgent support, when to escalate and when to refer them to specialist/face to face provision, for example, referring back to their specialist Business Advisor
 - Identifying, arranging and recording appropriate activities to support the client to sustain self-employment.
 - Liaising with the client's previous Business Advisor where necessary to support sustainability.
 - Using appropriate questioning techniques and tools to assess the level of need for clients whose business is at risk of/has failed and to identify what support is required. Referring clients back to their Business Advisor where intensive support is required.
 - Keeping accurate, timely records of all contacts and attempted contacts with the client.
 - Demonstrating understanding and empathy for the needs of all clients accessing our services, including customers with disability or health needs.
 - Setting up and maintaining manual and electronic filing systems, including confidential information and diary management, ensuring accurate data is available to Momentic management and clients, as required.
 - Preparing statistical reports as required and capturing evidence of trading from clients in order to reach contractual outcomes and process claims. Working with your manager and the Business Advisors to ensure targets are hit.
 - Delivering regular updates on performance related to this.
 - Maintaining tight control of the timeline updates required to the CRM system relating to self-employed clients, making sure that all actions are taken on time to allow for billable items to be cleared.
 - Ensuring that all appropriate official documentation is completed in full and submitted on time via the CRM.
 - Managing, coordinating and distributing a range of self-employment related materials and resources to all Clients in self-employment to keep them updated and informed.
 - Coordinate case studies based on interactions with clients.
 - Maintain links with referral and signposting organisations to refer clients.
 - Undertake business travel as required in order to perform your role effectively, this may include regular working from more than one location.
 - Undertake general administrative tasks to support the self-employment intervention including assisting managers, business advisors and managing diary and booking systems for workshops and courses.
 - Conduct telephone duties in terms of answering any general self-employment related calls, enquires about the programme, changes of appointment times and general information requests in a timely and professional manner.
 - Carrying out any additional duties as reasonably requested.

Person Specification

Experience and Qualifications

Requirement	Essential	Desirable
Education, training and qualifications		
Qualification in providing Information Advice and Guidance at Level 3/4, or business-related qualifications at level 3/4 or above.		✓
Skills, knowledge and abilities		
Excellent communication skills, written and verbal, including the ability to build rapport with a wide range of clients through telephone and Teams/Zoom/Skype/Facetime.	✓	
Proven ability to motivate and engage with clients.	✓	
Ability to recognise individual needs and complex barriers to sustained self-employment, including when to escalate and seek specialist guidance and support from the wider team.	✓	
Competent IT and administration skills.	✓	
Excellent planning and organisation skills.	✓	
Knowledge of what support is required for newly established businesses and be able to direct clients accordingly.		✓
Experience in working with a wide range of people, all with differing needs and individual aspirations.	✓	
Knowledge of government funded programmes		✓
Knowledge of the self-employment sector and the business start up process.		✓
Knowledge of self-employment taxation and benefits.		✓
Experience		
Results focused with the experience and ability to meet and exceed targets.	✓	
Experience within an employability related field, e.g., self-employment support, careers advice, recruitment, job coaching.		✓
Previous experience in a similar fast-paced customer focused environment.	✓	
Experience of the self-employment sector.		✓
Experience of having supported people with a range of barriers into work e.g. those with health conditions, skills needs, BAME communities, lone parents, those aged 50+.		✓

Benefits

- Holidays: 25 days' holiday, plus all bank holidays in your first year of service, increasing a extra day for each year of service up to a maximum of 30 days
- A two-week Induction and Training programme.
- In-house Health and Wellbeing support.
- Pension Scheme – contribution of 3% from Momentic Limited.
- Enhanced Sickness, Maternity and Paternity pay following completion of the probationary period
- Laptop and mobile phone to allow remote agile working.
- Every Momentic employee will be offered 1 day annually for community volunteering

Equality, Diversity, and Inclusion

Momentic Limited is committed to applying equal opportunities at all stages of recruitment and selection, in line with its Equality, Diversity and Inclusion policy in addition to our duty under the Equality Act 2010 to have due regard to the need to eliminate discrimination; to advance equality of opportunity.

Momentic Limited is a Disability Confident Committed employer and as such, any candidate with a disability will not be excluded unless the candidate is unable to perform a duty intrinsic to the role, having considered reasonable adjustments. Reasonable adjustments to the recruitment process will be made to ensure that no applicant is disadvantaged because of their disability.